

# TSAC Update

Helping Students Achieve Their Goals Since 1974

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## Compliance/Legal Affairs Division Update

The Tennessee Education Lottery Scholarship Rules (revised) and the new Tennessee Math & Science Teacher Loan Forgiveness Program Rules have been filed with the Secretary of State and are now effective. You may access these rules by going to the Secretary of State's website at the following link: <http://www.tennessee.gov/sos/rules/1640/1640.htm>

The TELS rules can be found by clicking on Chapter 1640-1-19 and the Math & Science Teacher rules can be found by clicking on chapter 1640-1-20.

Please note that the Tennessee Graduate Nursing Loan

Forgiveness Program Rules are not yet available in final form or effective. We are waiting for final approval by the State Attorney General so that they can be filed with the Secretary of State.

When those rules become effective, they will be located at the same website listed above but would be accessed by clicking on Chapter 1640-1-3. Please note, however, the old nursing rules (Graduate Nursing Loan Scholarship Program) are currently located at that spot so make sure the nursing rules you find and follow are indeed the new Tennessee Graduate Nursing Loan Forgiveness Program rules.

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## TSAC Conducts Lottery Scholarship Forum

TSAC would like to take this opportunity to thank all the individuals who were able to attend the Lottery Scholarship Open Forum on Nov. 21. There were a total of 40 people who attended. Participants offered many suggestions that were very well received by Senator Jamie Woodson and Representative Tommie Brown.

Topics that were discussed included the application process, eligibility requirements, continuation requirements, and overall simplification of the program. These topics, along with many others, provided a good foundation to the discussions that took place.

TSAC looks forward to continuing these types of discussions in the future so that legislators can hear the concerns of the financial

aid community. We are in the process of compiling notes from staff members and will distribute copies to all attendees. If you did not attend the forum and would

like copies of the notes that were taken, please contact Tim Phelps at (615) 253-7441 or [tim.phelps@state.tn.us](mailto:tim.phelps@state.tn.us). Thanks and Happy Holidays!



## Message from the Executive Director



**T**uesday afternoon, Nov. 21, was an exciting time for me. TSAC held an open forum to discuss administration of the lottery scholarship program. Most attendees were financial aid officers, but others included institutional representatives, THEC, legislative staff, a high

school counselor, and current legislators.

Financial aid officers who attended were not shy about offering their suggestions. While all appreciated the lottery scholarship program, several aid officers characterized it as the most complicated program they administer -- more complicated than any federal program. Over the next several months, with continued help from the financial aid community, TSAC will consider ways to simplify administration of the lottery scholarship program.

*Bob Ruble*

## Kudos & Thanks

TSAC, along with all of Tennessee's financial community, works diligently to assist Tennesseans in achieving their dreams of higher education. Here is a much appreciated thank you from a student in Clarksburg.

"Thank you so much for granting me this award. The award is greatly appreciated and will be an extraordinary help in paying for my education. I'm very grateful! Thanks!"

## College Goal Sunday Update

College Goal Sunday (CGS) Site Coordinators were invited to a planning workshop on Nov. 9, 2006 here in Nashville at the Maxwell House Hotel. The workshop was well attended and most of the 35 CGS sites were represented. Three of the 2006 CGS site coordinators (Joy Goldberg-Roane State Community College, Sandra Rockett-Dyersburg State Community College, and Amy Woods-Nashville State Community College) served as panelists for discussion about their experiences as host sites for the first year of the program. A big THANKS to the three of them for their willingness to share information about their experience with the group.

The 2007 CGS Web site is available now at [www.CollegeGoalSundayTn.org](http://www.CollegeGoalSundayTn.org). Volunteers are encouraged to visit the website to register as soon as possible. Students and parents are asked to visit the website and reserve their spot at a CGS site located closest to them.





# Meet TSAC's Communication and Outreach Leader

If any one gets the connection between higher education and opportunity, it's TSAC's Jeri Fields, Associate Executive Director for Communications Services. This Kentucky native, who spearheads the agency's public relations, marketing, and outreach efforts, knows first hand that getting more education can change your life, as it did for her.

"Not only can it change your life financially through a better paying job, but you have more choices in the type of job you can get," she said. "Just as important, it broadens your mind and can give you a whole new perspective on life."

Fields, who was born in Hopkinsville, Ky., got her start in higher education at Western Kentucky University's institutional research office as a research associate.

While working at Western, she began her master's of communication coursework which she completed in December 2004. In February 2003 Jeri became a commuting student due to taking a job with the Tennessee Higher Education Commission. It was

there, serving as Assistant Director of Policy, Planning and Research, that she became affiliated with TSAC.

Since joining TSAC officially, Fields said she has enjoyed learning about the other side of higher education.



"Having come from an analytical and policy background I didn't fully appreciate the reality of what students encounter in going to college until working here (TSAC). I hope to continue building partnerships so that we can all do the best we can to help students and parents real-

ize their dreams."

Some of the communication projects that Fields and her group work on include publications, Web site, outreach/field activities, call center, public service announcements, event planning, advertising and promotions.

When she's not spreading the word about the agency or helping students understand the financial aid process, she keeps plenty busy with family. As the oldest of four children in what she describes as a tight-knit bunch, she and her twin daughters spend a good deal of time at her parent's farm in Bowling Green where they can ride horses, fish, go four wheeling or just spend time goofing off.

"When we are all together the decibel level is off the charts," she joked. "My girls are bright, bubbly and full of themselves, so it's never a dull moment at the Fields."

In her spare time, she also likes to sew, watch historical fiction movies like Gladiator and Braveheart, and iron. Yes, iron. Ask her about it some time.

## Comments from Jeri

*I've really enjoyed learning about higher education from a new perspective. Being a parent now, myself, helping others effectively and efficiently tackle the rising cost of higher education holds a whole new importance for me.*

## \*\*\*\*ATTENTION\*\*\*\*

PLEASE note that the only toll free numbers that should be given to students are as follows:

- 📞 Parents and Students with general financial aid questions need to call: (800)342-1663 OR (615)741-1346
- 📞 Parents and Students with LOAN DEFAULT questions must call: (800)257-6528
- 📞 If you are an Administrator, Lender or Counselor that knows with whom you need to speak at TSAC, you may call: (866)291-2675 OR (615)741-3000

Please see that all automated lines, publications, etc. in your office are corrected in order to insure that accurate information is being distributed. We greatly appreciate your assistance in this matter.

# Governor Discusses Higher Education Budget

Representatives from Tennessee's higher education agencies met with the Governor on Nov. 30 for the annual Budget Hearing. The Governor was made aware of several activities underway across the state ranging from furthering education for the non-traditional and under-served populations to discussion on new programs and buildings to support students at the campus level.

Dr. Ruble spoke to the need to increase funding for the Tennessee Student Assistance Award along with on-going outreach initiatives aimed to inform parents and students on college access and affordability issues. The Governor continued the discussion regarding college affordability by talking about student loan debt and TSAC's default rate. To view a video webcast of the meeting go to: [http://state.tn.us/budget\\_hearings.html](http://state.tn.us/budget_hearings.html) and click on Higher Education. You will need RealPlayer to view the file.



## Upcoming TSAC Events

- 2/9/07 - 2/10/07  
SASFAA Board Meeting in  
Nashville, TN

### Upcoming Conferences:

- 1/8/07 - 1/10/07  
NCHELP Leadership Conference  
Santa Monica, CA
- 2/11/07 - 2/14/07  
SASFAA Annual Conference in  
Nashville, TN
- 4/15/07 - 4/18/07  
TASFAA Spring Conference in  
Knoxville, TN

## Software Conversion on the Horizon

As we all prepare for the new year, TSAC and Guarantec are excited to announce the upcoming implementation of a new guaranty agency system software, GuarantecPro™. (This system has been known as ArrowTec in the development phase, but will transition to GuarantecPro soon after implementation.) This new system will provide enhanced capabilities and functionality for our school customers and lender partners. This system conversion is not a conversion for e\*GrandS or scholarship or grant programs that TSAC administers, it is only for the loan program.

The conversion from our current loan processing system to GuarantecPro will begin Dec. 30, 2006 and is scheduled to be operational Monday, Jan. 8, 2007. During this time, schools and lenders will have access to

e\*CLIPS to enter transactions and run reports as needed. However, transactions will not be processed on GuarantecPro during the conversion period. Once the conversion has been successfully completed, we will begin processing transactions received via e\*CLIPS, cartridge, FTP or any other type of electronic file, in the order they were received during the conversion period. We will still be able to receive transaction requests via e-mail, fax and hard copy, but we will not begin keying those requests until GuarantecPro is operational. Schools and lenders will be notified of this transition plan via this newsletter, e-mail, as well as a other notifications that will be posted to the e\*CLIPS Web site that will appear each time a user logs in. Single Source Clearinghouse users will also be notified.

Although we will not be able to process any transactions until the conversion is complete, Guarantec staff will be available during the conversion period to answer questions from school and lender staff. We have added additional staff where needed to support our standard turnaround times regardless of the requirement to manually key in some requests during the transition to the new system.

GuarantecPro will provide both TSAC and Guarantec with a leap forward in technology, but more importantly, the ability to better serve schools, lenders, and Tennessee students.

If you have any questions or concerns you'd like to discuss, please contact Stephanie Aylor at [stephanie.aylor@state.tn.us](mailto:stephanie.aylor@state.tn.us).